**BECKET RICHARD COLACO**

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**On Visit Visa**.

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**Summary**

Hotel Management Professional seeking a challenging position in Front Office as a Concierge Supervisor or Guest Relations Officer. Over 7 years of five-star hotel experience in the Middle East in the Front Office Department in various roles. Proven track record of success in project management, problem-solving, cross functional collaboration, result oriented and great communication skills both written and verbal.

**Work Experience**

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|  | **Emirates Airlines**  **Engineering Technical Control Coordinator APR 2023 – JAN 2024**  **Line Maintenance, Emirates Airline, Dubai, UAE.** |
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* Communicates aircraft status and ground equipment information to engineers, third-party airline customers, and technicians via email, phone, or mobile.

**Crew Operations Coordinator OCT 2014 – APR 2023**

**Flight Operations, Emirates Airline, Dubai, UAE.**

* Utilizes Briefing Management System (BMS) and Integrated Operations Browser (IOB) to ensure crew legality and accuracy of departing cabin crew complements, addressing discrepancies with Crew Scheduling before departure.

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|  | **Senior Airport Services Agent OCT 2010 – OCT 2014**  **Emirates Airport Services, Emirates Airline, Dubai, UAE.** |
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* Monitor connecting flight loads, identify short connections, and optimize service delivery.
* Coordinate with supervisors and staff to ensure smooth passenger travel and baggage connection.
* Delivering friendly and efficient service to passengers by meeting standard and special requirements at check-in and boarding gates, following established procedures.
* Delivering proactive passenger service pre-check-in, managing queues, assisting denied boarding passengers, families, and those with special needs, to ensure efficient handling at relevant check-in counters.
* Follow internal boarding procedures meticulously, including boarding priorities, announcements, and ensuring hand baggage removal before boarding begins.

**Hotels**

**Bell** **Captain MAY 2007 – OCT 2010**

**Marriott Harbour Hotel & Suites, Dubai, UAE. [Pre-Opening]**

* Accommodate all guest requests expediently and courteously.
* Handling a team of 8 bellmen.
* Assisting guests in locating and retrieving lost baggage.
* Assisting all front office personnel at all times when required whilst ensuring guest services are not interrupted.
* Assisting guest at the concierge desk with airline, hotel, restaurant & golf reservations.
* Assisting guests with sending and receiving fax and mail.
* Accepting and Record wake up calls.
* Coordinate transportation and airport pickups for the day.
* Handling guest complaints and ensuring guest satisfaction.
* Booking desert safaris and city tours through Arabian Adventures.
* Preparing duty roster on weekly basis for bell team.
* Reporting to Head Concierge.

**Airport Representative/Concierge Officer OCT 2006 – APR 2007**

**Sharq Village & Spa Hotel, Doha, Qatar. [Pre-Opening]**

* Coordinate guests requests for room accommodations, airline reservations / changes / cancellations, transportation from hotel to airport and return, restaurant reservations/night club activities, movie/theatre/event tickets, sightseeing tours, medical services and religious services.
* Handling of guest complaints by following instant pacification procedures and ensuring guest satisfaction.
* Handling paid outs taking money from reception, recording it and charging it to guests.
* Mann the desk at the airport to provide warm welcome to guests.
* Reporting to Concierge Manager.

**Concierge Officer JAN 2004 – AUG 2006**

**One&Only Royal Mirage Hotel, Dubai, UAE.**

* Handling Guest Queries, Restaurant Reservations, Golf Bookings, Flight reservations, giving up to date information on areas for particular products, children play centers.
* Book and organize local excursions such as desert safaris, dhow cruises, city tours.
* Arrange cars for guests use
* Arranging transfers to and from the airport for guests arriving and departing from the hotel. Maintaining daily financial reports for the hotel cars.
* Local events, attractions, holiday schedules.
* Assisting guests in locating and retrieving lost baggage
* Record wake up calls.
* Handling of guest complaints and ensuring guest satisfaction.
* Reporting to Guest Services Manager.

**Customer Support Executive JAN 2003 – OCT 2003**

**Tata Internet Services Limited, Mumbai, India.**

* Responsible for troubleshooting dial up errors for all operating systems
* Trouble shooting errors for e-mail clients (POP3 and SMTP) like Outlook Express, Microsoft Outlook, Netscape Communicator and other e-mail clients.

**Shift Leader AUG 2002 – DEC 2002**

**Airport Coffee Shop, Mumbai, India**

* Responsible for a staff of 10 waiters per shift
* Prepare weekly roster
* Daily inventory of crockery, cutlery
* Guest handling

**Education**

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| Diploma in Hotel Management | **JUN 2001 – JUN 2002** |
| St. Andrew’s College, Mumbai. |
| Bachelor’s Preparatory Programme | **DEC 2008 – DEC 2009** |
| Indira Gandhi National Open University, Dubai. |

**Emirates LinkedIn Trainings**

* Creating Positive Conversations with Challenging Customers
* Reduce Stress and Anxiety by Managing Your Nervous System
* The 10 Essentials of Influence and Persuasion
* Recharge Your Energy for Peak Performance
* Using Questions to Foster Critical Thinking and Curiosity

**Cross Exposure**

* Reservations Agent – Reservations Department – September 2005 to November 2005 – One & Only Royal Mirage, Dubai.
* Senior Admin Assistant – Admin Department – January 2009 to April 2009 – The Harbour Hotel, Dubai.
* At Your Service Agent – Front Office Department – October 2009 to December 2009 – Marriott Harbour Hotel & Suites, Dubai.

**Additional Skills**

* Microsoft Word, Excel, Outlook & TEAMS.
* Hotel Systems Fidelio, Opera PMS, Protel & Micros.
* Airline Systems (MACS/EASY MARS), Apollo, FIDS, CORE, DMIS.
* SharePoint, BMS, IOB, RMS, EIRIS, DeNA, MEDA Workflow, UltraMain, Realtime.